



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Cleartel Telecommunications, Inc.**  
**Now Telecommunications**  
**for quarter ending September 30, 2004**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	8.70	15.10	10.90	11.57
D. Business or Customer Service Answer Time [730.510(b)(1)]	8.70	15.10	10.90	11.57
E. Percent of Service Installations [730.540(a)]	99.00%	98.93%	99.63%	99.19%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.45%	90.20% *	96.15%	93.93% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.98	0.60	1.06	0.88
H. Percent Repeat Trouble Reports [730.545(c)]	8.33%	10.17%	10.73%	9.74%
I. Percent of Installation Trouble Reports [730.545(f)]	1.24%	4.70%	2.95%	2.96%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Operator services are provided by the ILEC and the company's underlying interexchange carrier. Supplement out of service credit information will be provided when available.



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